



Pierce County

Sheriff of Pierce County

930 Tacoma Avenue South
Tacoma, Washington 98402

March 20, 2014

Mr. Chris Bove
Chief of Institutional Operations
Correct Care Solutions
Conmed Healthcare Management, Inc.
1283 Murfreesboro Road
Nashville, TN 37217

RE: Contract Number 92009 – Pierce County Sheriff's Department

Dear Mr. Bove:

This letter is to provide written notification regarding on-going concerns we have discussed since the transition of medical services occurred on February 1, 2014. These concerns have not been resolved resulting in inadequate medical care, which is not what Pierce County contracted for.

At two separate meetings on March 10, 2014 we identified concerns in the following areas:

- The booking process has had several issues that have been addressed but the primary problem we continue to experience relates to verification of medications and *improved* training and a need for additional staff to cover the workload.
- Nurses continue to fail to recognize critical medications and the importance for *immediate* verification and initiation of medications in conversation with the on-call provider.
- There continues to be a challenge with Inmate movement and continuity of medications when the movement occurs. Medications are being discovered in the wrong medication cart for several days after an Inmate transferred to another unit.
- Medications observed being pre-poured, brought to the high intensity mental health unit in stacked medication cups without inmate identification.

Attachment 2

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- Lack of mandatory documentation of nursing interventions (i.e. medical emergencies)
- We recommend a focus on training for medical emergencies, referrals, medical administrative record (MAR) and inmate security/safety.
- Critical laboratory values need to be reviewed by nursing staff and reported to the provider *immediately*.
- Critical Information from outside providers must be communicated to the on-call provider *immediately*.
- Conmed on-call provider fails to respond in a timely manner, if at all, when called by staff.
- Inconsistent schedule of P.A. coverage.
- Lack of nursing coverage due to "call in sick" and other issues.
- Booking medication verifications and/or attempts at verification are not being documented in the electronic medical record. This is a critical procedure. The verifications that we are aware of does not specify whether it is an active prescription, and at times the medications were "verified" were old and expired prescriptions. Verifications need to be documented in the clinical record, the fill date, and whether the on-call prescriber has ordered the medications. When there is a Sunday or holiday booking and the pharmacy is closed, efforts to verify and next steps need to be documented in the electronic medical record.
- Lab reports ordered by the psychiatric ARNP are not being routed to her. Although she orders the lab tests, the ordering provider continues to be in Dr. Balderrama's name. This has been addressed multiple times without success.
- Lack of courtesy and respect for County employees and in-fighting among ConMed personnel has resulted in a poor working environment which only contributes to the problems in providing medical care that conforms to State law and the terms of our contract.

Although there have been some improvements in the areas that we have identified we continue to be concerned about the speed of final resolution of the issues. At this point in

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time, Conmed's medical care of our inmates is inadequate and not in compliance with the contract. While we wish to continue to work with you to get Con Med into compliance, at this point, the transition has not been what we were repeatedly promised, nor have the issues we have raised been resolved.

Therefore, we encourage continued meetings and conversation to address these issues and we look forward not only to a response to this correspondence, but immediate measures to resolve these serious issues.

Thank you.

Sincerely,



Julie K. Williams
Contract Services Manager

Cc: Sheriff Paul Pastor
Undersheriff Masko
Corrections Chief Daniels
Dr. Miguel Balderrama
Judy Snow
Grace Kingman
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